

## Case Study # 1.9

**Issue:** Curbside Recycling

**Background:** Miami-Dade County curbside recycling service is provided once a week.

Below are some helpful hints on how the program works.

- Put newspapers and color inserts in the green bin, along with cardboard
- Household batteries must be in a clear zip-top bag and placed on top of the newspapers in the green bin only on the first recycling day of each month
- Place used telephone books on top of the newspapers in the green bin between October 1 and December 31
- Clear, brown, and green glass food and beverage containers should be placed in the blue bin
- Aluminum cans should be placed in the blue bin
- Aseptic containers (juice boxes, milk and juice cartons) can be placed in the blue bin
- Place bins at the curbside by 7 a.m. on your designated recycling day
- Curbside recycling service is available on all holidays except July 4 & Dec. 25.

**Instructions:** Ask for 2 volunteers to be a Solid Waste Management Supervisor and a Solid Waste Team Leader.

**Time:** 15 minutes

**Players:** Solid Waste Management Supervisor – Mr. Ivan Clean  
Solid Waste Management Team Leader – Ms. Ima Ware

**Scenario:** A complaint was received by the Team Metro Department regarding a recycling issue from a resident, Ms. Ave Maria. Ms. Ave Maria receives a lot of newspapers, periodicals and magazines on a daily basis. Ms. Maria notified the Solid Waste Department's Recycle pick-up crew that these articles won't fit in her green bin so she would put the excess in a Hefty's garbage bag on top of the green recycle bin. What has happened in the last three weekly pick-ups is that the crew left the bag behind and the regular garbage was already picked up. Ms. Ima Ware, Team Leader of the Solid Waste crew for that route, was contacted by Mr. Ivan Clean of Solid Waste. Ms. Ware said they never agreed to Ms. Maria's request and that they couldn't comply because the weight of the bag far exceeds the capacity of a fully loaded green bin. They would have to file a grievance if they were mandated to do this extra work.

**Have two volunteers play Ms. Ware and Mr. Clean and provide a win-win scenario.  
Mr. Clean what would you do?**